

# THE EDUCATION CENTRE

## COMPLAINTS POLICY

### PROCEDURE

If it is clear that the matter cannot be resolved informally the 'complaint' becomes formal and the pupil and his/ her parent/carers must receive a definitive response within a further 28 days. The child, or someone on the child's behalf, should if possible put the complaint in writing. One copy of the complaint should be sent to the member/ s of staff involved and a copy should be kept in the pupil's file.

The independent person must be involved in all discussions about the complaint, be able to interview anyone he or she wishes and have access to the relevant parts of the case record. Interviewees may wish to be accompanied by a friend during the interview.

The independent person will make his or her views known to the Headteacher within 14 days of receiving the request.

The Headteacher will inform the member/ s of staff involved in the complaint of the school's decision.

The LEA and Headteacher will inform the child/ complainant and independent person of the School's decision. The head teacher will respond if the decision reflects the child's wishes, the LEA's representative will respond if it does not.

If the response from the perspective of the pupil is a negative one it will be indicated to them that he/ she has the right to be heard by a review panel if he/ she so requests. The review panel would have an independent chair.

It should be recognised that all complaints should be investigated with an open mind. However, if a pupil makes a malicious or groundless claim they may be liable to disciplinary procedures.

The procedure for pupils or their parents making a complaint must be made known to all staff, pupils, and parents. A copy will be included in the School Prospectus.

# THE EDUCATION CENTRE

## CONTROL OR POSITIVE HANDLING OF PUPILS

### COMPLAINT PROCEDURES FOR PUPILS

#### **WHAT DO I DO IF I WANT TO COMPLAIN ABOUT THE WAY IN WHICH A MEMBER OF STAFF HAS TREATED ME PHYSICALLY?**

1. If you feel that you have been dealt with physically in an unacceptable way by a member of staff, you should first speak to your Mentor, Head teacher, Deputy Head teacher, Primary or Secondary Coordinator. You may also speak with **ANY** member of staff.

#### **WHAT WILL HAPPEN IF I MAKE A COMPLAINT TO SOMEONE IN THE SCHOOL?**

1. He/ she will listen carefully to your complaint.
2. He/ she will then speak to the member of staff to ask them what happened.
3. He/ she will then arrange for you and the member of staff to meet together to see if things can be sorted out. The person you have chosen to talk to will stay with you in this meeting.

#### **WHAT WILL HAPPEN IF I FEEL THINGS HAVE NOT BEEN SORTED OUT?**

1. If you wish to continue with the complaint, the head teacher will arrange a meeting with you and the member of staff as soon as possible, usually within 7 days.
2. You may wish your parents or another adult to be invited to this meeting.
3. After the meeting the Headteacher will decide if any further action is necessary.

#### **WHO ELSE CAN I SPEAK TO ABOUT MY COMPLAINTS?**

1. If you still feel that things have not been sorted out you may contact one of the people listed overleaf.
2. He/ she will listen to your complaint and then speak to the Headteacher.
3. He/ she will let you know as soon as possible and usually within 7 days if any further action is to be taken.
4. If you still feel unhappy about the way things have been dealt with, you should make a written complaint to the LEA at the Education Offices. He/ she will then start a formal investigation of your complaint. (Details of this procedure can be obtained from Education Offices)

#### **CONTACT NAMES**

Educational Psychologist

Name:

Address:

Telephone number:

Education Adviser SEN

Name:

Address:

Telephone number:

1. You may contact your own or a duty social worker if you feel that the way in which you have been treated is unlawful.
2. The social worker will listen to your complaint. He/ she will then decide whether to contact the school and speak to the Headteacher or to contact the police.

# THE EDUCATION CENTRE

## CONTROL OR POSITIVE HANDLING OF PUPILS

### COMPLAINT PROCEDURES FOR PARENTS

#### WHAT DO I DO IF I WISH TO MAKE A COMPLAINT ABOUT THE WAY IN WHICH A MEMBER OF STAFF HAS TREATED MY CHILD?

1. If you feel that your child has been dealt with physically in an unacceptable way by a member of staff, you should first arrange to speak to a or a member of the Senior Staff
2. If you still feel unhappy about the incident arrange to speak to the Headteacher, Deputy Headteacher, Primary or Secondary Coordinator.

#### WHAT WILL HAPPEN IF I MAKE A COMPLAINT TO SOMEONE IN THE SCHOOL?

1. The person you talk to will listen carefully to your complaint.
2. He/ she will then speak to the member of staff to ask them what happened.
3. He/ she will then arrange for you and the member of staff to meet together to see if things can be sorted out. The person you have talked to will stay with you during this meeting.

#### WHAT WILL HAPPEN IF I FEEL THINGS HAVE NOT BEEN SORTED OUT?

1. If you wish to continue with the complaint, the Headteacher will arrange a meeting with you and the member of staff as soon as possible, usually within 7 days.
2. You may wish to bring your child with you to the meeting. You may also wish to invite another adult to support you in this meeting. After the meeting the Headteacher will decide if any further action is necessary.

#### WHO ELSE CAN I SPEAK TO ABOUT MY COMPLAINTS?

If you feel that things have still not been sorted out you may contact one of the people listed overleaf

He/ she will listen to your complaint and then speak to the Headteacher.

He/ she will let you know as soon as possible and usually within 7 days if any further action is necessary.

If you still feel unhappy about the way things have been dealt with, you should make a written complaint to the Education Adviser SEN, Education Offices. He/ she will then start a formal investigation of your complaint. (Details of this procedure can be obtained from Education Offices)

#### CONTACT NAMES

Educational Psychologist

Name:                      Address:

Telephone number:

Education Adviser SEN

Name:                      Address:

Telephone number:

1. You may contact your own or a duty social worker if you feel that the way in which you have been treated is unlawful.
2. The social worker will listen to your complaint. He/ she will then decide whether to contact the school and speak to the Headteacher or to contact the police.

# THE EDUCATION CENTRE

## CONTROL OR POSITIVE HANDLING OF PUPILS

### COMPLAINT FORM

#### COMPLAINANT

Received by letter/ personal visit/ other (please specify)

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Forenames \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

Acknowledged by letter on \_\_\_\_ / \_\_\_\_ / \_\_\_\_

By \_\_\_\_\_

Details of complaint \_\_\_\_\_

If resolved by Headteacher (state how and when) \_\_\_\_\_

Whether or not resolved pass to the Head of Service at Education Offices

Passed on: (date): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

For completion by Head of Service's representative

Reply due \_\_\_\_ / \_\_\_\_ / \_\_\_\_

a) Action taken to resolve complaint including \* b) Complainant informed of action being taken on

\*Report requested from \_\_\_\_\_

Signed by Headteacher The Education Centre \_\_\_\_ / \_\_\_\_ / \_\_\_\_

# THE EDUCATION CENTRE

## CONTROL OR POSITIVE HANDLING OF PUPILS

### INCIDENT REPORT FORM

Day Date: \_\_\_\_\_

Place: \_\_\_\_\_

Time: \_\_\_\_\_ Report author(s) \_\_\_\_\_

Activity: \_\_\_\_\_

Pupil(s) present:

Adult(s) involved:

Adult(s) present:

### NATURE OF INCIDENT (Please number in sequence, 1,2,3... those aspects which led to the restraint.)

Pupil-Pupil		Pupil-Adult	
Non-compliance		Teasing/ Taunting	
Physical taunt		Physical abuse	
Verbal abuse		Property damage	
Racism		Sexism	

Several pupils	
Physical attack	
Adult intervention	

**POSITIVE HANDLING**

### ANTECEDENTS OF THE INCIDENT

What factors may have led or contributed to this incident?  
 What action did you take to de-escalate the situation before intervening?  
 How did the incident develop to the stage where you needed to intervene?

**INCIDENT** What actually happened and who was involved?

Describe the incident that led to this level of intervention:

# THE EDUCATION CENTRE

Was anybody injured? YES / NO

If YES please give details. (If a pupil or member of staff were injured by another pupil please complete appendix 9 or 10)

**CONSEQUENCES** What happened afterwards? What function do you feel the behaviour was serving for the pupil(s), e.g., Attention, tangible/ to obtain something, escape/ task avoidance, emotional release. Other.

What action do you recommend should be taken to help prevent a re-occurrence of the event?

**DISCIPLINARY ACTION TAKEN** (by whom?) e.g.. Detention during break/ after school, removal of privileges, etc.

Other:

**ACTION TAKEN BY HEADTEACHER** (or authorised representative)

(a) In relation to the pupil(s):

(b) In discussion with relevant staff:

LETTER TO Parent/ Carer, (date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ )

MEETING WITH PARENTS (date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ )

After completion a copy of this form should be sent to the LEA Adviser SEN

Thank you for your valuable time. I am sorry you have endured the incident. The information will guide us in the development of policy for the school and/ or procedures to meet the needs of all our children.